

APPROVED

By Barb Burnham at 8:41 am, Mar 28, 2006

Distribute to: Review Only

Directions: Use a black ballpoint pen and fill the circle that best describes your perception, opinion or feeling corresponding to one of the Rating/Evaluation Criteria located in the box to the right. Fill circles like this: ●

Rating and Evaluation Criteria	
5	Very Satisfied or Strongly Agree
4	Somewhat Satisfied or Agree
3	Neither Satisfied nor Unsatisfied Neither Agree nor Disagree
2	Somewhat Dissatisfied or Disagree
1	Very Dissatisfied or Strongly Disagree
0	Don't Know, No Opinion or Not Applicable

- 1) With regard to the appearance and condition of the community, how satisfied are you with:
- a) Visual appeal of the community.....

b) Overall condition of the community.....

c) Cleanliness of the community.....

d) Exterior signage.....

e) Maintenance of entry ways and common areas.....

f) Landscaping.....

g) Maintenance of recreation areas.....

h) Condition of roads, parking areas, sidewalks and common areas.....

i) Exterior lighting.....

j) Entry way lighting.....

k) Mailboxes/area.....
- 2) How would you evaluate Installation Housing Office Management with regard to the following:
- a) Ease of contacting when questions or problems arise.....

b) Follow-up after problems are reported to be sure that they have been resolved.....

c) Courtesy and respect with which you are treated.....

d) Ability to do what is required to keep you satisfied.....

e) Frequency of contact and communications.....

f) Willingness to respond to your needs.....

g) Clarity of communication with you.....

h) Willingness to do what they say they will do.....

i) Policies and procedures of the community.....

j) Overall level and quality of service you are receiving.....
- 3) How would you rate your satisfaction with maintenance services:
- a) Responsiveness of maintenance personnel.....

b) Problem resolution.....

c) Courtesy of maintenance personnel.....

d) Work quality.....

e) Follow-up on maintenance requests to ensure satisfaction.....
- 4) How satisfied are you with each of the following features of the community:
- a) Safety.....

b) Security.....

c) Parking.....

d) Location.....

e) Heating and air conditioning systems.....

f) Recreational amenities.....

g) Visitor parking.....

h) Condition of roads, sidewalks and common areas.....
- 5) How would you rate your satisfaction with the following characteristics of your home:
- a) Value of home for BAH forfeiture.....

b) Size of housing offered compared to housing in the community.....

c) Design and layout.....

d) Landscaping (immediate area around your home).....

e) Appliances provided.....

f) Overall condition when you moved in.....
- 6) How would you evaluate the referral and assignment process:
- a) Satisfaction with initial visit to the Installation Housing Office.....

b) Ease of the referral process.....

c) Ease of the assignment process.....

d) Professionalism with which you were treated.....

e) Follow-up and continuing contact with the Installation Housing Office.....

f) Overall level and quality of the Installation Housing Office.....

g) Quality of community housing referral information.....
- 7) Please indicate how much you agree or disagree with each of the following statements:
- a) When the housing manager promises to do something by a certain time, he/she does it.....

b) Overall resident morale at the community is good.....

c) I would recommend this community to others.....

d) The housing manager is doing all he/she can to make the community appealing to residents.....

e) Compared to other communities in the Air Force, this is the best managed.....

f) Living in government housing, as opposed to the local area community, offers many advantages.....

g) Based on my feelings today, I would seek assignment to this housing community again.....

Sample Only

Not valid for survey responses

